

GENERAL MANAGEMENT AND ADMINISTRATION - REIMBURSABLE PROGRAM

PURPOSE OF THE PROGRAM

General Management and Administration centralized internal administrative support services are funded through reimbursement from GSA's benefiting accounts. Reimbursable services include administrative, financial, and management support; legal advice and services, and equal employment opportunity; budgetary policy and liaison activities with OMB and Congress; and management review and oversight of financial management systems. Liaison is also provided with the Small Business Administration on matters affecting minority and small businesses.

This activity also provides administrative and staff support services to commissions and small agencies on a reimbursable basis. This includes services similar to those provided for GSA activities, such as accounting and personnel support; it also the vehicle through which GSA purchases furniture, furnishings, and office equipment for congressional state and district offices.

Prior to establishment of the GMA appropriation in 1981, reimbursable activities were accounted for under predecessor appropriations, basically ASSS and GMAO; 1975-1980 data are included here for comparability. Prior to 1975, the services were among those financed by the AO Fund.

When the direct GMA appropriation ended in FY 1994,

AUTHORITY FOR THE PROGRAM

Section 601 of the Economy Act of 1932, as amended, provides basic authority for agencies to perform reimbursable services.

HISTORY OF THE PROGRAM

GSA started to provide reimbursable staff and support services to commissions in 1957 and, since that time, some 300 have been served at one time or another.

Between 1975 and 1979, a major reimbursable activity under the ASSS appropriation was the Federal Information Center (FIC) program, part of the President's program to make the Government more responsive to the public; it was previously funded under the Buildings Management Fund. The first FIC opened in Atlanta, GA on July 11, 1966; it was considered a pilot project by GSA, who operated it, and the Civil Service Commission, charged with bringing the Government closer to the people. The two agencies worked hand-in-hand, and the program was expanded to eight other population centers: Boston, New York City, Chicago, Kansas City, FT. Worth, Denver, San Francisco, and Los Angeles.

It continued to grow, ultimately to 37 FIC's and toll-free lines to 40 other cities, financed by 17 major benefiting agencies. The Centers were one-stop referral points that provided over 7 million responses a year to the public about Federal, State and local government matters. Information specialists, many bilingual, either answered questions directly or referred callers to appropriate agencies. FIC's also distributed consumer product information pamphlets (free or at nominal charge), and a wide variety of other useful Government brochures.

In 1980 and 1981, the FIC program was included under a separate "Public Services" appropriation (financial tables include these obligations for comparability). In 1982, the Public Services appropriation was merged into GMA, and the FIC function transferred to the Automated Data and Telecommunications Service (later Office of Information Resources Management (OIRM), Information Resources Management Service (IRMS), and Federal Telecommunications Service (FTS)). Remaining GMA public services functions, related to Business Services Centers, were transferred to the Federal Supply Service in 1983.

In 1981 and 1982, the activity also financed certain GSA ADP services/data systems costs that were previously financed by the ADTS. In 1983, responsibility was transferred back to OIRM which, beginning in 1984, began conducting the support reimbursably under its own accounts.

In 1983, a new activity was created for the Office of Project Control and Oversight (OPCO), to reflect funding for functions previously financed by the Public Buildings Service and other appropriations. OPCO became entirely a direct-funded GMA activity in 1984, under the title Operations.

Other changes over the years reflected the same organizational/functional realignments and changes to budget activity titles as under the direct GMA account and its predecessors (see those sections for details). In 1981, when the Office of Human Resources and Organization (HRO) was divided into two activities, the Office of Oversight (later Policy and Management Systems) assumed responsibility for the Congressional Furnishings program. When the Office of Policy and Management Systems was abolished in 1985, congressional support functions returned to the Office of Administration. Additional budget activities for Acquisition Policy, General Counsel, and the Board of Contract Appeals (BOCA) appeared as those organizations began performing reimbursable services.

In mid-1986, Business Service Center and contract clearance functions of the Office of Operations became reimbursable activities under Field Administration; 1987 marked the first full year on this basis.

Reimbursable arrangements were initiated in 1988 to fund the costs of administering the Cooperative Administrative Support Unit (CASU) Program, which was designed to consolidate common support services in locations where several agencies provide the services independently. GSA is responsible for marketing the CASU concept, for identifying and selecting potential sites and users, for developing policies and regulations, for conducting reviews of effectiveness and for providing ongoing administrative support.

In FY 1992, Congress approved converting GMA's centralized internal administrative and staff support services from direct appropriations to reimbursable funding, with reimbursement from all GSA benefiting accounts. This was to provide for the efficient distribution and recovery of all costs without complicated and unnecessary recordkeeping.

DESCRIPTION OF CURRENT BUDGETARY ACTIVITIES

1. Policy Direction. The activity provides for the formulation and execution of agency policy, legal advice and services, equal employment opportunity, oversight of the acquisition process and all functions assigned to GSA by the Federal Property and Administrative Services Act of 1949, as amended. Provides liaison with the Small Business Administration on national minority business proposals and contracts to assure that minority and small businesses receive a fair share of the agency's business. Administers and holds national Partnership in Administration (PIA) conferences. Participates

in the Intergovernmental Personnel Act (IPA) program, which provides the opportunity to enhance management level employees' knowledge, and implements the agency's asset management systems.

2. Chief Financial Officer. The CFO provides overall budget policy and liaison with OMB and the Congress; management, review, and oversight of agency financial management systems; administers the agency's commercial activities program and privatization efforts; and provides accounting and financial support to GSA components and other Federal agencies and commissions.

3. Administration. This activity involves planning, implementing, and coordinating all GSA activities related to personnel management, including labor-management relations, training, organization improvement, cost reduction, productivity measurement, and the procurement of management consulting services by contract. Responsibilities also include ensuring implementation of audit reports from the Office of the Inspector General and GAO, and physical security surveys to prevent misuse or theft of GSA assets. Also involves administering the Congressional Furnishings Program for the House and Senate. Coordinates all GSA activities related to administrative management, as well as management and operation of the GSA printing and distribution program.

4. The Board of Contract Appeals provides support in adjudicating disputes over government contracts entered into by various government agencies.

OBLIGATIONS BY BUDGETARY ACTIVITY								
\$(Thousands)								
<u>Fiscal Year</u>	<u>Executive Direction</u>	<u>Office of Administ</u>	<u>Federal Inform. Centers</u>	<u>Human Resources & Organiz</u>	<u>Office of Oversight</u>	<u>Acquisit Policy</u>	<u>Board of Contract Appeals</u>	<u>Total Obligations</u>
1975	--	2,890	1,946	--	--	--	--	4,836
1976	--	2,663	2,179	--	--	--	--	4,842
Trans Qtr	--	526	611	--	--	--	--	1,137
1977	--	6,536	2,638	--	--	--	--	9,174
		<u>Control/ Administ</u>						
1978	--	4,919	2,953	--	--	--	--	7,872
		<u>Mgmnt, Policy & Budget</u>						
1979	--	4,221	3,541 ^{1/}	2,567	--	946	--	11,275
		<u>P P F M</u>	<u>Public Services</u>					
1980	153	5,694	9	4,339	--	77	--	10,272
		<u>Budget, Accounting and A D P</u>		<u>Organiz. and Personnel</u>				
1981	50	15,175 ^{2/}	954	2,589	1,809	200	--	20,777
1982	207	14,960 ^{2/}	207	2,116	1,368	10	--	18,868
		<u>Comp-troller</u>	<u>Proj Cont and Oversight</u>					
1983	1	1,179	3,997	2,950	3,935	289	3	12,354
				^{3/}				
<u>Fiscal Year</u>	<u>Comp-troller</u>	<u>Personnel</u>	<u>Communic, Cong & Pub Affrs</u>	<u>Mgmnt Supt and Admin Services</u>	<u>Acquisit Policy</u>	<u>Board of Contract Appeals</u>	<u>Total Obligations</u>	
1984	1,271	4,933	109	2,980	54	12	9,359	
		<u>Adminis-tration</u>						
1985	1,784	9,849	4/	--	18	18	11,669	
			<u>Legal Services</u>	<u>Field Admin.</u>				

1986	2,000	8,730	13	2,576	482	14	13,815
			Policy <u>5/</u> <u>Direction</u>				
1987	1,129	8,440	5,364	<u>5/</u>	<u>5/</u>	5	14,938
1988	1,178	10,041	6,264	--	--	13	17,496
1989	1,339	10,261	6,952	--	--	3	18,555
1990	3,475	12,466	8,453			4	24,398
	Chief Financial <u>Officer</u>						
<u>6/</u>							
1991	57,811	52,692	16,031	--	--	130	126,934
1992	58,862	59,208	24,835	--	--	27	142,932
1993	59,209	60,579	32,837	--	--	46	152,671
1994	61,018	58,396	24,120	--	--	28	143,562

1/
Includes Business Service Centers as well as FIC's. Shown for comparability in 1980/1981, since reimbursements were actually to a separate "Public Services" appropriation. Activity disappears in 1983 after transfers of FIC's to ADTS/OIRM and BSC's to FSS.

2/
In these years, Data Systems support funded in this activity; subsequently transferred to OIRM.

3/
Office of Policy and Management Systems cong. support; in 1985, included in Administration.

4/
Included in Administration.

5/
A new activity established in the 1989 Presidents Budget that combined legal services, field administration, and acquisition policy functions; 1987 and 1988 were displayed on this basis for comparability.

6/
Formerly direct-funded centralized administrative services became reimbursable in 1992; 1991 is shown in the budget this way for comparability.

EMPLOYMENT DATA

<u>Fiscal Year</u>	<u>Permanent Positions</u>	<u>Average Employment</u>	<u>Average GS Grade</u>	<u>Average GS Salary</u>
1975	197	202	6.74	\$ 11,955
1976	233	240	7.01	12,860
1977	309	325	7.07	14,550
1978	267	284	6.66	14,380
1979 (FIC only)	147	171	5.97	13,918
(All other)	93	89	9.50	22,955
1980	111	104	7.85	22,222
1981	71	86	8.79	23,493
1982	93	113	9.17	20,729
1983	104	107	9.30	22,470
1984	88	96		(No longer shown in budget)
1985	119	119		
1986	188	212		
1987	222	219		
1988	230	234		
1989	259	251		

1990	266	276
1991	1,917	1,925
1992	1,959	2,032
1993	1,927	1,950
1994	1,892	1,954

NOTE: The above average employment figures have been included and distributed by staff office in the GMA direct employment tables.